

JACKSON SHRUB SUPPLY

11505 Vanowen Street
North Hollywood, California 91605
(818) 982-0100

July 1st, 2020

To All Jackson Shrub Customers,

COVID-19 Preparedness Plan for Jackson Shrub Supply

Please follow these steps to help provide a safe workplace for you and our employees

SHOPPING OR PLACING ORDERS

For those customers or employees that will be shopping or placing orders:

- Please do not come to Jackson Shrub Supply if you are feeling sick.
 - All customers will need to make an appointment prior to coming to JSS. This includes shopping, pickups, and returns.
 - Prior to visiting JSS to shop for items, we urge you to contact to a sales representative by phone or email to see if we can help you out before you visit. We will also need to estimate the amount of time needed to shop.
 - If we need to pull plants together and place them in a certain manner, additional costs may be applicable.
 - We will be able to provide some photos options, but the number of photos will be limited. Some specific measurements will not be available depending on the item.
 - All customers will be required to have their own face coverings and they must be worn while on the property. For those shopping at JSS, the customer will be required to have their own supplies such as pens, tape measure, etc..
 - Customer pickups and Customer returns are still available.
 - Customer is responsible for loading and unloading their orders.
 - For any equipment rentals (dolly, hooks, etc.), please let us know in advance to picking up or delivery otherwise, we will not be able to accommodate.
 - Jackson Shrub will not provide a cleaning/disinfecting service prior to pick up. We urge the customer to disinfect/sanitize the items in order to meet their own guidelines.
- PLEASE DO NOT SPRAY ANY CHEMICALS/DISINFECTANT ON THE PLANT OR INTO THE



SOIL. This may cause damages to the live plants and can result in Loss and Damage charges.

DELIVERY/PICKUP SERVICES

- Jackson Shrub Supply will be offering a modified delivery and pickup option.
- Due to a limited staff, we will not be able to perform some installations. We will take each job on a case by case basis. We will need ample space to ensure social distancing from other company's staff. We will require a time window for the delivery/install. If there are multiple jobs on the same day, we may not be able to accommodate your time window.
- For pickups, the same procedures apply as above.
- Any additional time on-site beyond the estimated time, can result in additional fees.
- Jackson Shrub will not provide a cleaning/disinfecting service prior to delivery or pick up. We urge the customer to disinfect/sanitize the items in order to meet their own guidelines. PLEASE DO NOT SPRAY ANY CHEMICALS/DISINFECTANT ON THE PLANT OR INTO THE SOIL. This may cause damages to the live plants and can result in Loss and Damage charges.

CUSTOMER PICKUPS

For those customers or employees of our customers that are physically doing pickups:

- Please do not come to Jackson Shrub Supply if you are feeling sick. All customers will be required to have their own face coverings.
- Jackson Shrub will not provide a cleaning/disinfecting service prior to pick up. We urge the customer to disinfect/sanitize the items in order to meet their own guidelines. PLEASE DO NOT SPRAY ANY CHEMICALS/DISINFECTANT ON THE PLANT OR INTO THE SOIL. This may cause damages to the live plants and can result in Loss and Damage charges.
- For any equipment rentals (dolly, hooks, etc.), please let us know in advance to picking up or delivery otherwise, we will not be able to accommodate.
- Please only have one person go to the office or speak with the foreman regarding picking up. The rest of the crew should remain inside the truck.
- For the shipping copies, we will still have them in the office. We will not require you to sign, but we will write the name of the person picking up on both copies.
- We will only allow 3 trucks in our main lot at a time. If you are early or late to your appointment and all the spaces are filled, you will have to wait in your truck off Beck St.



- Please call the office prior to entering the lot to make sure space is available for your truck.
- The customer's crew will be responsible to load. The foreman will show you where the staging area is. Once at the staging area, your crew will handle all the material (unless requires a forklift to load or unload). The foreman will stand at least 6 feet away, when possible and count as the items are loaded. Your crew may need to go to multiple areas to load.
- Only the appropriate number of customer's crew are allowed out of the truck for loading. No unnecessary customer's crew members are allowed out of the truck.

CUSTOMER RETURNS

For those customers or employees of our customers that are physically doing the returns

- Please do not come to Jackson Shrub Supply if you are feeling sick. All customers will be required to have their own face coverings.
- Please only have one person go to the office or speak with the foreman regarding returns. The employee handling the return will get the correct paperwork. The rest of the crew should remain inside the truck.
- We will only allow 3 trucks in our main lot at a time. If you are early or late to your appointment and all the spaces are filled, you will have to wait in your truck off Beck St.
- Please call the office prior to entering the lot to make sure space is available for your truck.
- The customer's crew will be responsible to unload. The foreman will show you where the staging area is. Once at the staging area, your crew will handle all the material (unless requires a forklift to load or unload). The foreman will stand at least 6 feet away when possible. The items must be placed in an orderly manner that will help facilitate an accurate count of the items. Your crew may need to go to multiple areas to unload.
- Only the appropriate number of customer's crew are allowed out of the truck for offloading. No unnecessary customer's crew members are allowed out of the truck.

Any questions, comments, or concerns, please speak with JSS management. These new protocols will stay in effect until further notice.

Sincerely,

Jackson Shrub Management

